

### Focus and Responsibilities:

- ✚ Ability to effectively communicate ideas through oral and written communication
- ✚ Ability to work as a productive team member
- ✚ Follow documented problem escalation procedure
- ✚ Identification and overall maintenance of documentation for accuracy and grammar
- ✚ Maintain overall customer service
- ✚ Provide strong communication and customer management skills
- ✚ Resolve technical software problems

### Statistics and Performance Shriver Job Corps is:

- ✚ # 1 In the Region
- ✚ # 1 Overall Performance
- ✚ # 1 Vocational Completion
- ✚ # 1 Student Commitment Rate
- ✚ #1 Graduate Placement
- ✚ Within top 25 Job Corps nationwide
- ✚ State of the art Career Development Center

### Industry Support for MOS Certification

Employers who encourage Office Specialist certification and hire Office Specialist-certified job candidates report increased employee competence and productivity with Microsoft Office programs. Office Specialist certification also simplifies the employee selection and hiring process by easily identifying individuals with the skills to be productive from day one. Offering Office Specialist certification to our students provides an opportunity for them to achieve a portable, globally recognized credential that proves their abilities as productive Microsoft Office users. Our students will appreciate the opportunity to gain better employment and be more efficient employees.



## SHRIVER JOB CORPS CAREER TRAINING CENTER



## Business Technology Center

In partnership with



**978-784-2655**  
**270 Jackson Rd. Devens, MA 0143**



## MOS Certification

### Program Description: MOS Certification

Microsoft Office Specialist (Office Specialist) certification, the premier Microsoft desktop certification, is a globally recognized standard for demonstrating desktop skills. The Office Specialist program is helping meet the demand for qualified and knowledgeable people in the modern workplace.

The Microsoft Office Specialist certification is the globally recognized standard for validating expertise with the Microsoft Office suite of business productivity programs.

Earning Office Specialist certification acknowledges you have the expertise to work with Microsoft Office programs. Office Specialist-certified individuals report increased competence and productivity with Microsoft Office programs as well as increased credibility with their employers, co-workers, and clients. Office Specialist certification

sets you apart in today's competitive job market, bringing employment opportunities, greater earning potential and career advancement, in addition to increased job satisfaction.

### Course Objectives and Overview: Business Technology Foundations:

This section of this Training course covers the following objectives:

- ✚ Employability Skills
- ✚ Computer Basics
- ✚ Basic English
- ✚ Basic Math
- ✚ Typing
- ✚ Windows Operating System
- ✚ Personal Computer
- ✚ Ethics
- ✚ Safety
- ✚ Microsoft Word
- ✚ Microsoft Excel
- ✚ Data Entry Skills
- ✚ Microsoft Access
- ✚ Windows Explorer
- ✚ Telephone skills
- ✚ Customer Satisfaction

### Vocations: Word Processor, MOS Certification, Accounting, And Hotel Clerk:

The Software section of this training course covers the following objectives:

- ✚ Managing Applications
- ✚ Learning Telephone skills
- ✚ Customer Service
- ✚ Understanding basic computer knowledge
- ✚ Knowledge of Windows Explorer
- ✚ Working with the Internet
- ✚ Preparing and sending emails
- ✚ Understanding the structure of Hospitality Industry
  - ✚ Word
  - ✚ Excel
  - ✚ PowerPoint
  - ✚ Access

